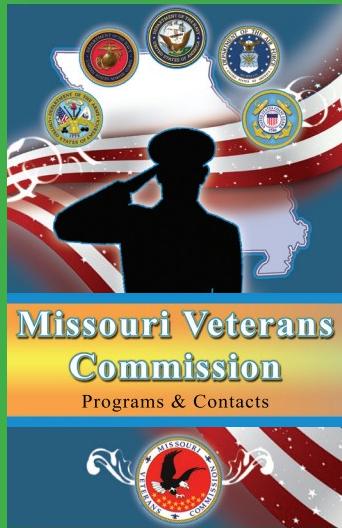
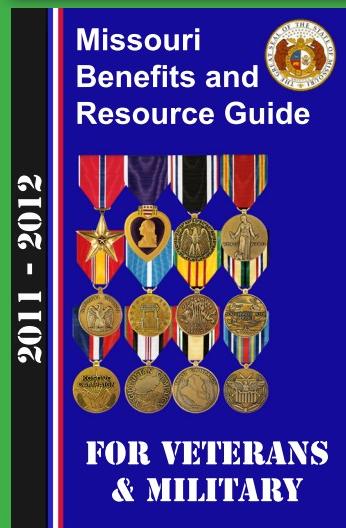
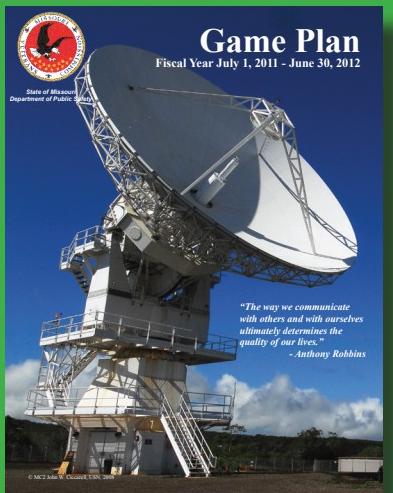




# MISSOURI VETERANS COMMISSION

# Annual Report

## **Fiscal Year July 1, 2011 - June 30, 2012**



2012 was a dynamic year for the Missouri Veterans Commission. The Commission focused on a state-wide bipartisan effort to obtain a dedicated funding source which culminated in the passage of HB 1731, creating a dedicated funding source while maintaining legislative oversight.



*Larry D. Kay  
Executive Director*

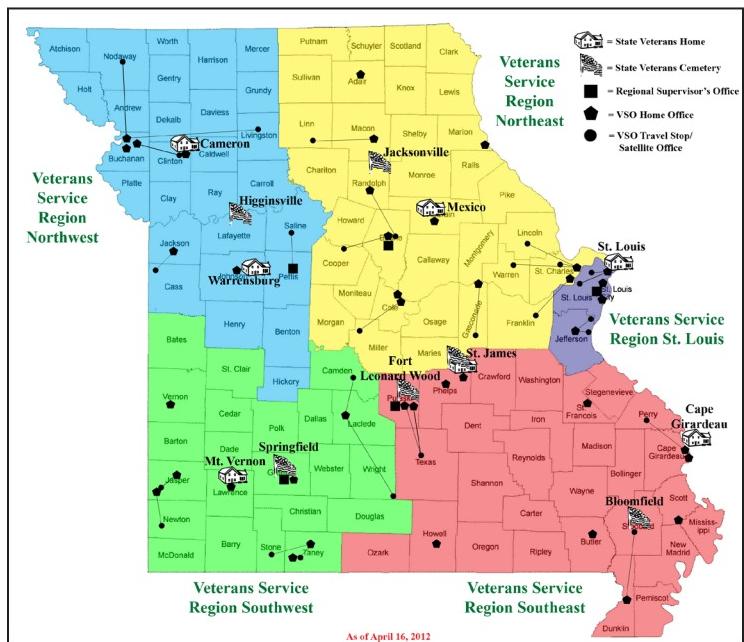
The Homes program once again received successful VA Surveys for all seven facilities. Nine of our Certified Nurse Aids were recognized as national leaders and 1,904 Veterans selected Missouri's Veterans Homes as their provider of choice for skilled nursing care.

*Larry D. Kay  
Executive Director*

Our Veterans Service Program attained a new high water mark as Missouri's Veterans received \$1,215,792,000 in benefits, compensation, and pension. We continued working closely with the Veterans Benefits Administration (VBA) and the Missouri Association of Veterans Organizations (MAVO) to formalize the Fully Developed Claims Process, a system designed to reduce the claims turn-around time to no more than 90 days.

The strategic focus with our partners in MAVO and the U.S. Department of Veterans Affairs continues as we jointly urge all Veterans to See a Veteran Service Officer, Sign up for VA Healthcare, and Join a Veterans Service Organization.

The actions of 2012 prove that Missouri stands rock-solid behind its Veterans. It is a privilege to serve those who have placed our great State and Nation above self.



# FY 2012 Successes

With the overwhelming support of our elected officials, legislation was signed providing the Missouri Veterans Commission with a dedicated funding source that will help ensure the future of Missouri's Veterans Homes.

In addition to the establishment of a dedicated funding source, here is what we accomplished in 2012:

## Promote a Veteran centered culture within the Missouri Veterans Commission

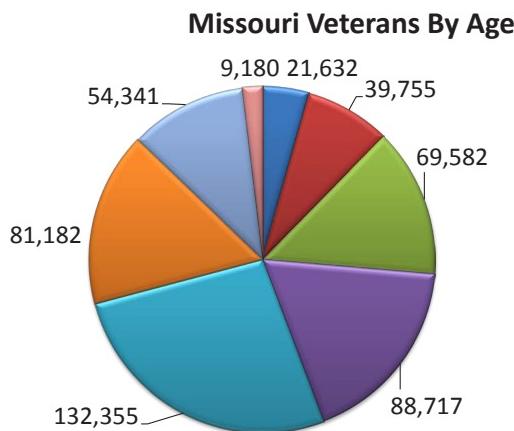
- Veterans centered care, family communication, and service efficiency in the Homes Program were initiated
- Personalized pre-certification process and enhanced family customer service in the Cemetery Program was further refined
- The Benefits Task Force spearheaded by the U.S. Department of Veterans Affairs and assisted by the MVC Veterans Service Program worked out an expedited claims process reducing the time for benefits to be received by Veterans statewide

## Develop and implement mechanisms with our service partners to communicate, coordinate, cooperate, and collaborate (C<sup>4</sup>).

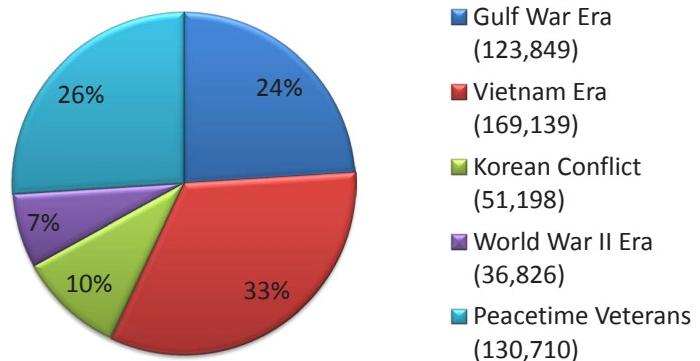
- A Communication Guide was developed to focus and synchronize our direction
- The Missouri Veterans Commission acted as a vital partner with the Missouri Association of Veterans Organizations (MAVO)
- Coordinate our organizational direction with VA Health, Veterans Benefits Administration, and the National Cemetery Administration

## Expand our Veteran Outreach Horizon

- Established a formal presence at State Veterans Service Organizations Conventions
- Initiated a survey tool to assess the members of individual MAVO and student veterans organizations
- Established an initial presence in social media with the creation of a Facebook page
- Explored the concept of focused outreach in the rural and urban environments with an outreach van program
- Redefined our VSO travel stop program to more efficiently access Missouri's Veterans



**Missouri Veterans By Era**  
(some overlap between eras)



# Strategies for the Future

For Fiscal Year 2013, the Commission will continue to develop and follow the strategic initiatives of FY 2012 as well as a new initiative relating to the recently passed funding legislation for the Commission.

## Promote a Veteran centered culture within the Missouri Veterans Commission

1. Continue to expand Veterans centered care, family communication, and service efficiency in the Homes Program
2. Continue to offer personalized pre-certification process, family service, and achievement of Excellence in Appearance Awards in the Cemetery Program
3. Continue to increase the fully developed claims process and expedite benefits to Veterans and their families

## Develop and implement mechanisms with our service partners to communicate, coordinate, cooperate, and collaborate (C<sup>4</sup>).

1. Communicate our Mission, Vision, and Goals
2. Coordinate our planning and schedules
3. Cooperate in joint events
4. Collaborate on strategic direction

## Expand our Veteran Outreach Horizon

1. Continue to have a formal presence at the State Veterans Service Organization Conventions and VA Planning meetings
2. Implement a survey tool to assess the needs of Missouri's Veterans
3. Increase efforts to locate, contact, and present to Missouri Student Veteran Organizations
4. Continue to expand our presence in social media

## Achieve financial sustainability by July 2014

1. Implement cost cutting measures that do not affect quality
2. Implement revenue enhancements focusing on minimal impact to Veterans/families
3. Continue working closely with our elected officials

# Funding for the Future

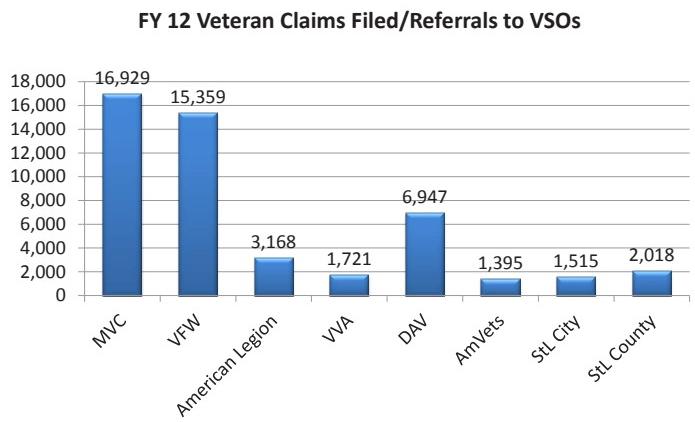
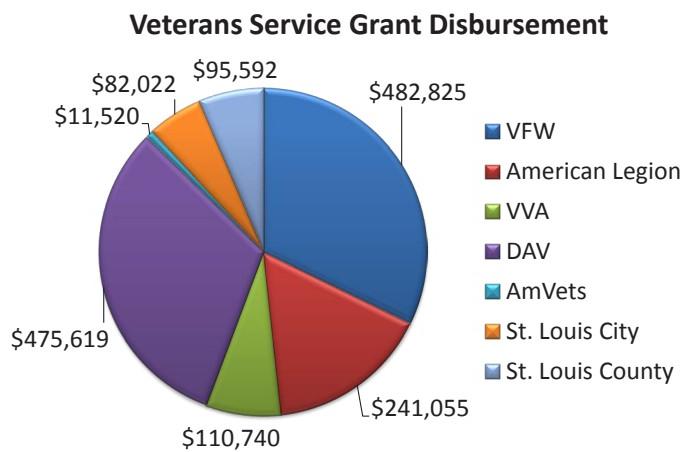
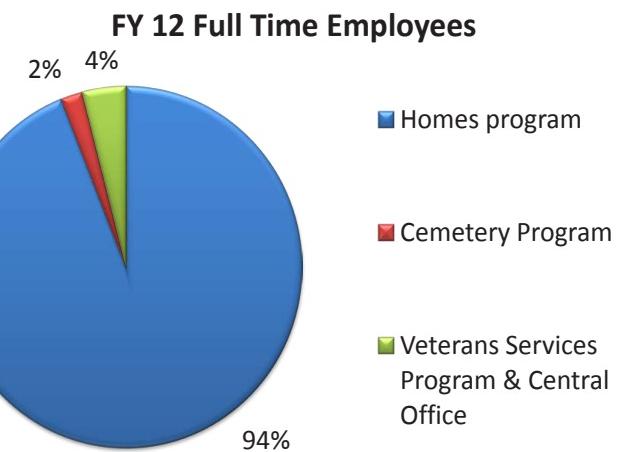
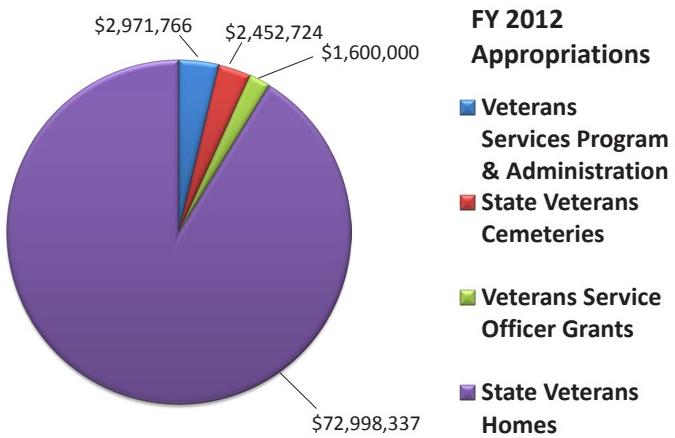
Like every other state agency, the Missouri Veterans Commission was impacted by the economic downturn of the last few years. Knowing we would have a financial challenge within the next few years, the Commission worked closely with elected officials this year to resolve this funding challenge.

Thanks to the efforts spearheaded by Representative David Day and Senator Brian Munzlinger, this year the legislature passed and Governor Jay Nixon signed House Bill 1731, providing a dedicated source of funding for the Missouri Veterans Commission.

Through this legislation, the Missouri Veterans Commission will now receive additional funding through the admission fees for Missouri's 13 riverboat casinos. To provide oversight, this dedicated funding is still subject to the legislative appropriations process.

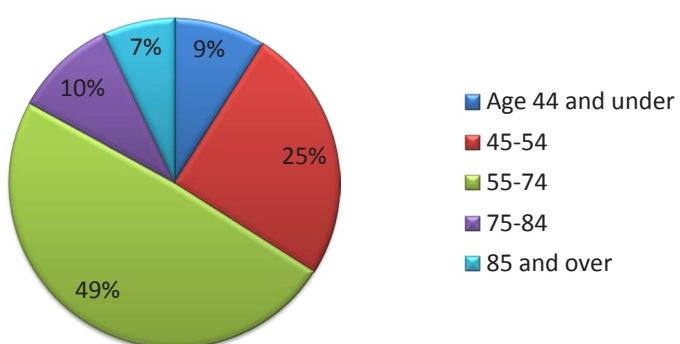
The Missouri Veterans Commission thanks our elected officials for their work and effort to pass legislation that provides benefits, assistance, and recognition to Missouri's Veterans and Active Duty Military. Missouri is known for taking care of its Veterans and this year's legislation shows that dedication and support.

# 2012 Year at a Glance



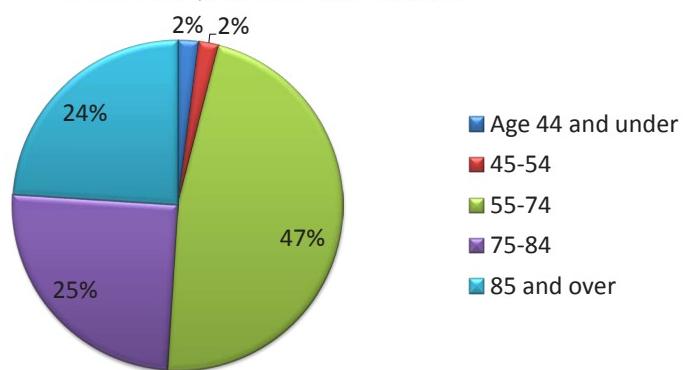
## VA Disability Compensation by Age in Missouri

FY 12 Annual Compensation for Missouri - \$806,821,684



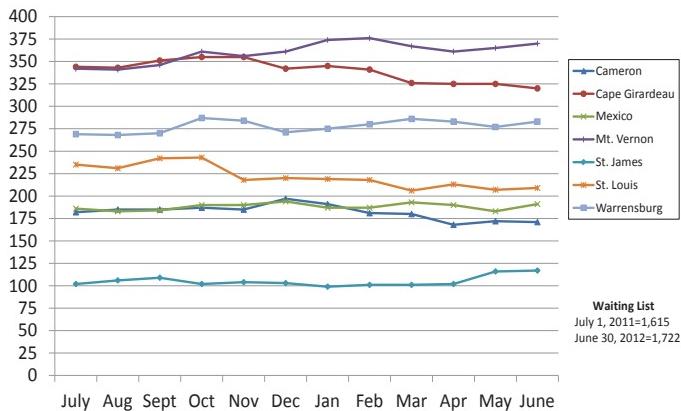
## VA Disability Pension by Age in Missouri

FY 12 Annual Compensation for Missouri - \$86,658,034

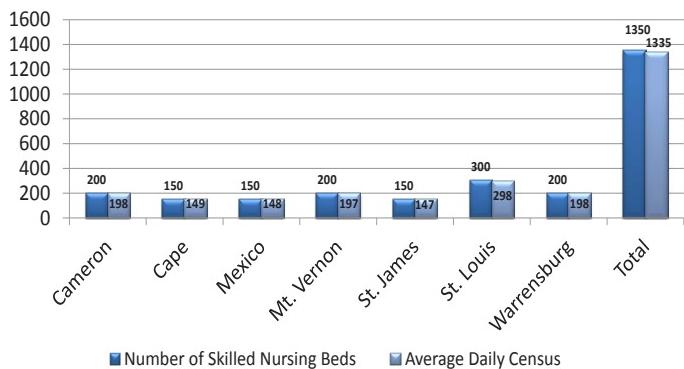


# 2012 Year at a Glance

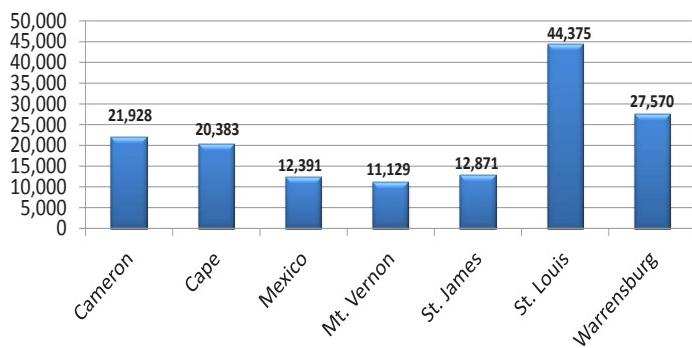
Waiting List for MVH by Location as of June 30, 2012



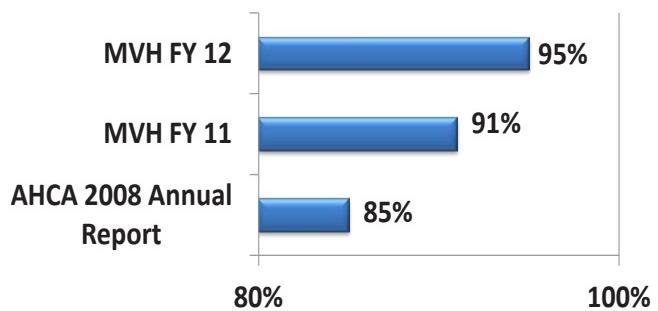
FY 12 Number of Skilled Nursing Beds and Average Daily Census



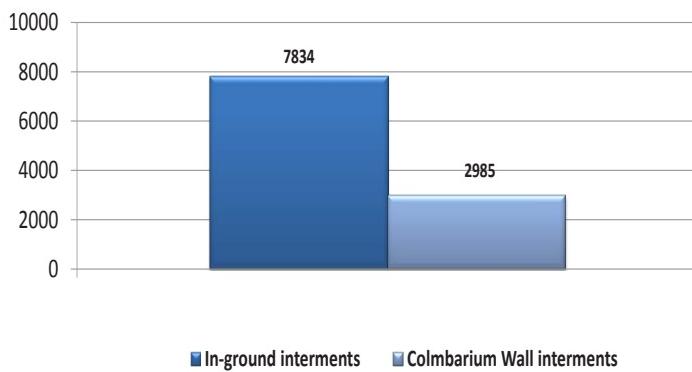
FY 12 Number of Volunteer Hours at State Veterans Homes



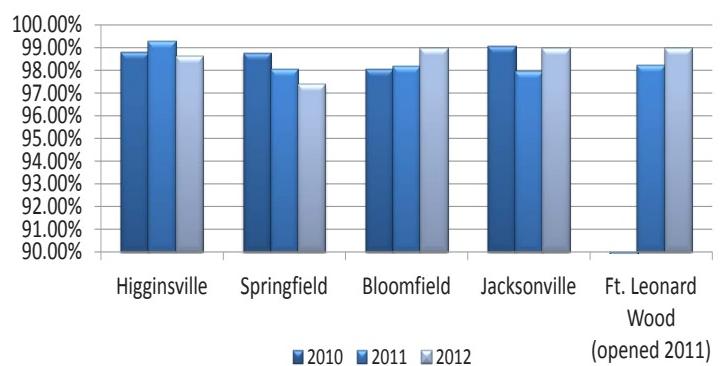
Comparison of MVH and American Healthcare Association Nursing Home Industry Resident Satisfaction Survey Results



Total Interments at State Veterans Cemeteries At Close of FY 12



FY 12 Cemetery Family Satisfaction Survey



# Service Officer Directory

## Northeast Veterans Service Region

<b>Regional Supervisor</b>	<b>573-882-5135</b>
Adair	660-785-2460
Audrain	573-581-1088 xt. 1258
Boone	573-882-5135
Callaway	573-882-5135
Chariton	660-385-6192
Clark	573-248-2550
Cole	573-751-3779
Cooper	573-882-5135
Franklin	636-949-7900 xt. 7210
Gasconade	573-882-5135
Howard	573-882-5135
Knox	660-785-2460
Lewis	573-248-2550
Lincoln	636-949-7900 xt. 7210
Linn	660-385-6192
Macon	660-385-6192
Maries	573-751-3779
Marion	573-248-2550
Miller	573-751-3779
Moniteau	573-751-3779
Monroe	660-263-4960
Montgomery	573-581-1088xt. 1258
Morgan	573-751-3779
Osage	573-751-3779
Pike	573-248-2550
Putnam	660-785-2460
Ralls	573-248-2550
Randolph	660-263-4960
Schuylerville	660-785-2460
Scotland	660-785-2460
Shelby	573-248-2550
St. Charles	636-949-7900 Ext. 7210
Sullivan	660-785-2460
Warren	636-949-7900 Ext. 7210

## Southwest Veterans Service Region

<b>Regional Supervisor</b>	<b>417-895-6532</b>
Barry	417-466-7103
Barton	417-359-1515
Bates	417-448-1133
Camden	417-532-6754
Cedar	417-448-1133
Christian	417-895-6532
Dade	417-466-7103
Dallas	417-532-6754
Douglas	417-546-7209
Greene	417-895-6532
Jasper (Carthage)	417-359-1515
Jasper (Joplin)	417-629-3538
Laclede	417-532-6754
Lawrence	417-466-7103
McDonald	417-629-3538
Newton	417-629-3538
Polk	417-895-6532
St. Clair	417-448-1133
Stone	417-546-7209
Taney	417-546-7209
Vernon	417-448-1133
Webster	417-895-6532
Wright	417-532-6754

## Northwest Veterans Service Region

<b>Regional Supervisor</b>	<b>660-530-5544</b>
Andrew	816-387-2841
Atchison	816-387-2841
Benton	660-530-5544
Buchanan	816-387-2841
Caldwell	816-632-6010 xt. 236
Carroll	816-632-6010 xt. 236
Cass	816-246-1411 xt. 1030
Clay	816-387-2841
Clinton	816-632-6010 xt. 236
Daviess	816-387-2841
DeKalb	816-632-6010 xt. 236
Gentry	816-387-2841
Grundy	816-387-2841
Harrison	816-632-6010 xt. 236
Henry	660-543-7930
Hickory	660-530-5544
Holt	816-387-2841
Jackson	816-246-1411 xt. 1030
Johnson	660-543-7930
Lafayette	660-543-7930
Livingston	816-632-6010 xt. 236
Mercer	816-387-2841
Nodaway	816-387-2841
Pettis	660-530-5544
Platte	816-387-2841
Ray	660-543-7930
Saline	660-530-5544
Worth	816-387-2841

## St. Louis Veterans Service Region

<b>Regional Supervisor</b>	<b>314-552-9890</b>
Jefferson	636-797-9624
St. Louis City	314-552-9885
St. Louis County	314-340-6389 ext. 428
St. Louis County (Veterans Home)	314-340-6389 ext. 242



Missouri Veterans Commission  
205 Jefferson Street, 12th Floor  
P.O. Drawer 147  
Jefferson City, MO 65102-0147  
573-751-3779

[www.mvc.dps.mo.gov](http://www.mvc.dps.mo.gov)  
[facebook.com/MissouriVeteransCommission](http://facebook.com/MissouriVeteransCommission)

## Veterans Homes

St. James	573-265-3271
Mt. Vernon	417-466-7103
Mexico	573-581-1088
Cape Girardeau	573-290-5870
St. Louis	314-340-6389
Cameron	816-632-6010
Warrensburg	660-543-5064

## Veterans Cemeteries

Springfield	417-823-3944
Higginsville	660-584-5252
Bloomfield	573-568-3871
Jacksonville	660-295-4237
Ft. Leonard Wood	573-774-3496

## Veterans Outreach

Incarcerated Veterans	417-532-6754
Minority Veterans	816-889-3081
Outreach Specialist	573-522-4228
Veteran Ombudsman	573-522-4220
Women Veterans	816-387-2841